PRV – Call Center Processing Medically Needy Request

Purpose:

The purpose of this procedure is to process a Medically Needy request received from the CORE unit. The Enrollment Specialist will assign a Medically Needy provider number from the request received from the Core unit. This provider number is for internal use only.

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Team.
Secondary Role – Supervisors and Team Leads will be cross-trained in this function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive a Medically Needy request from the Core unit
   a. The scanned document will be in the PRV 03 Special Handle queue
   b. There will be a note on the document stating who needs to be set up as a medically needy (type 83) in Medicaid Management Information System (MMIS). If there is no note the information will be in the bottom half of the Medically Needy Request Form

Step 2: Determine if Medically Needy number needs assigned?
   a. Access file 9 (Provider Master File-MMIS)
   b. First look to see if they already have a number, type in the name, for a business just type the name in the provider-name field, for a person, type last name, and first name in the provider-name field. If match found move to step 3, if no match move to step 4.

Step 3: Match found
   a. If match is found, make sure the names match, then make sure they are provider type 83, that they are still active (status code 1), and that it is for the same address.
   b. If all of this matches what is on the document then select add provider numbers user task
   c. Enter the provider number and submit. The document will move back to the Core unit for processing.

Step 4: No Match found-Assigning a Provider number
   a. If there are no results returned for this name you will need to create a number.
   b. Access file 9 (provider master file) in MMIS

c. Enter the action code 'A' to add a provider, enter 07 in the provider number filed. MMIS will generate the remaining digits of the provider number using the next available number.

d. Type in the provider name, if individual; first name last name, address, city, state, zip code, county (if out of state, put states abbreviation) in type put '83', out-state: Y/N indicator, sort-name if business leave blank, if individual last name, first name, tax type 'e', tax id 999999999. Tab down to type-practice enter '01, own '1'. In status change the 'V' to a '1' enter the date '010164' hit the enter key twice to save

Step 5: Completing the document on OnBase

a. Go back to the document in OnBase make sure that is the only request in the document, often there are multiple request in each document.

b. If there are multiple request Ctrl 'N' then general note

  1. Type in the provider number from MMIS on the note, repeat the steps for each request in that document.

c. If there is not multiple requests click add provider number user task

  1. Enter the provider number from MMIS
  2. Click on submit
  3. The document will move to the Core unit for processing.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

OnBase
MMIS

Attachments:

Process Map

Attachment A:

PROCESSING MEDNEEDY REQUEST

Enrollment Specialists

```
        ┌──────────────┐
        │ Request from │
        │    Core.     │
        │      1       │
        └──────┬───────┘
               │
               ▼
         ╱────────────╲
        ╱  Med Needy   ╲
       ╱    number      ╲──── No ────┐
       ╲   assigned?    ╱            │
        ╲      2       ╱             │
         ╲────────────╱              │
               │                     │
              Yes                    │
               │                     ▼
        ┌──────────────┐     ┌──────────────┐
        │   Verify     │     │  Assigned    │
        │ Information. │     │  Provider    │
        │      3       │     │  Number.     │
        │              │     │     4        │
        └──────┬───────┘     └──────┬───────┘
               │                    │
               ▼                    │
        ┌──────────────┐            │
        │  Complete    │◄───────────┘
        │ document on  │
        │  OnBase.     │
        │     5        │
        └──────────────┘
```